# A Performance Report Card for Consumers

## 2018

## Looking at Health Plan Performance

All health plans in HealthChoice received high satisfaction ratings from the majority of their members. This Report Card shows how the health plans in HealthChoice compare to each other in key areas. You should use this Report Card along with other items in the enrollment packet to help you choose a health plan.

To choose a health plan, call 1-855-642-8072. If you are leasing impaired, you can call the TDD Line 1-855-642-8073.

## Performance Areas

<table>
<thead>
<tr>
<th>Access to Care</th>
<th>Doctor Communication and Service</th>
<th>Keeping Kids Healthy</th>
<th>Care for Kids with Chronic Illness</th>
<th>Taking Care of Women</th>
<th>Care for Adults with Chronic Illness</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
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### Performance Area Descriptions

- **Accessibility**
  - Appointments are scheduled without a long wait.
  - The health plan has good customer service.
  - Everyone sees a doctor at least once a year.
  - The health plan answers calls quickly.

- **Doctor Communication and Service**
  - Doctors explain things clearly and answer questions.
  - The doctor’s office staff is helpful.
  - Doctors provide good care.

- **Keeping Kids Healthy**
  - Kids get shots to protect them from serious illness.
  - Kids see a doctor and doctor regularly.
  - Kids see a doctor at least once a year.

- **Care for Adults with Chronic Illness**
  - Patients are monitored and controlled.
  - Patients receive regular check-ups.
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### Key

- **Above HealthChoice Average**
- **HealthChoice Average**
- **Below HealthChoice Average**

## Services Covered by Each Health Plan

- Visits to the doctor, including inpatient care.
- Hospitalization.
- Obstetric care.
- Pregnancy and birth control.
- Prescription drugs.
- X-rays and lab services.
- Home health services.
- Hospice services.
- Emergency services.
- OB/GYN care for women.
- Eye care for adults and children.
- Eye glasses for children under 18.
- Primary care services through your primary care doctor (also mental health and substance use services through the Specialty Mental Health Services). (777-1-855-642-8073)

### Other Services Covered by Each Health Plan

- Transportation services (call your local health department)

Every HealthChoice health plan offers these additional services.

- **MCOs** comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability in health programs and activities.
- Help is available in your language - 855-642-8072.
- (TTY: 1-855-642-8073). These services are available for free.
- Enroll for services on-line: member.marylandhealthchoice.org.
- To receive a free brochure, please call the toll-free number: 1-855-642-8072.

## Do You Want to Ask the Health Plan Questions?

- **AETNA BRIGHT HEALTH**
  - 866-827-2710
- **AMERIGROUP COMMUNITY CARE**
  - 1-400-600-4442
- **JAI MEDICAL SYSTEMS**
  - 888-526-1999
- **KAEFER PERMANENTE**
  - 1-855-249-3049
- **MARYLAND PHYSICIANS CARE**
  - 1-855-855-8854
- **MEDSTAR FAMILY CHOICE**
  - 888-404-5549
- **PRIORITY PARTNERS**
  - 800-454-9726
- **UNIFIEDHEALTHCARE**
  - 855-710-1377
- **UNIVERSITY OF MARYLAND HEALTH PARTNERS**
  - 800-710-1377

For more information visit the HealthChoice website at healthchoice.maryland.gov.